

NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY
Law Enforcement Job Family
Law Enforcement Supervisor

Description of Work: The purpose of this position is to direct, and supervise the activities of subordinate ALE Agents and an Office Assistant IV assigned to work under the direct supervision of this position. Incumbents assist the Law Enforcement Manager in providing for the control and regulation of the sale, transportation, consumption and manufacturing of alcoholic beverages, the enforcement of the Controlled Substance Act and the State Tobacco Laws within their assigned ALE District. This position assists with the conduct of and/or supervision of complex internal investigations, conducts internal district inspections, conducts and supervises special investigations as assigned. Incumbents support and assist with the ALE Division accreditation program as assigned. This position furthers the mission and goals of the ALE Division through supervision and direction of subordinates. This position may perform the duties of the Law Enforcement Supervisor (ALE District Supervisor) and assume the responsibilities of that position when assigned by the Law Enforcement Manager or higher authority.

Competency Profile	Definition
<i>Technical Knowledge</i>	Understands the concepts and practices used in technical specialty areas. Utilizes a methodical and logical approach to address internal and external customer needs and demonstrates the ability to develop and/or modify procedures to solve problems and provide constructive feedback.
<i>Program Management</i>	Defines program goals based on analysis of program internal and external needs. Establishes plans and procedures in an effort to meet organizational goals. Sets appropriate course to accomplish tasks through managing details, delegating roles and setting priorities for an effective plan. Manages programs while adhering to established laws, regulations, policies and procedures. Communicates and coordinates between customer and Division to ensure organizational needs are met and that the solution is effective in addressing program goals. Utilizes resources available or recruits those necessary to be successful.
<i>Personnel Management</i>	Mutually establishes and reviews with employees the expectations that guide and motivate them towards personal, Divisional and Departmental objectives.
<i>District Management</i>	Assists in planning, coordinating, directing, and supervising the activities of subordinates, both sworn and non-sworn, assigned to district.

NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY
Law Enforcement Job Family
Law Enforcement Supervisor

Functional Competencies	Contributing	Journey	Advanced
<i>Technical Knowledge</i>	n/a	Possesses a thorough understanding of concepts, practices and theories used in the technical specialty area under his/her direct supervision.	Possesses a significant expertise and understanding of concepts, practices and theories used in the technical specialty area. Displays an exceptional understanding of technical/professional information and demonstrates the ability to use it while independently accomplishing the assigned task.
<i>Program Management</i>	n/a	Directly supervises the work product of the district/section with limited oversight. Possesses the ability to organize and follow complex and detailed technical procedures. Implements program plans developed by the Law Enforcement Manager and assists with the development of such plans. Provides consultation on issues and requests from customers that require implementation or creation of a custom solution. Consults with higher level manager(s) to discuss alternative solutions.	Provides leadership in planning and organizing the work of those under his/her supervision. Adapts to unanticipated changes with contingency plans. Assists the Law Enforcement Manager in keeping the district/section's program(s) on track, anticipates and/or manages problems. Evaluates and recommends resource needs to the Law Enforcement Manager and makes realistic requests based on this evaluation. Consults with the Law Enforcement Manager on a regular basis to develop long-range strategic alternatives to make the district work more efficiently and effectively. Builds internal support for agency objectives.
<i>Personnel Management</i>	n/a	Supervises activities and responsibilities of a district/section. Recommends personnel actions to Law Enforcement Manager and implements necessary corrective measures as assigned. Routinely performs informal and formal coaching and counseling, as required. Assists with or is	Independently supervises and is responsible for the activities of their subordinates and ensures that those subordinates work to further the goals, plans, mission, policies and procedures of the Division. Recommends personnel actions to the Law Enforcement Manager and implements

NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY
Law Enforcement Job Family
Law Enforcement Supervisor

Functional Competencies	Contributing	Journey	Advanced
		responsible for performance management in the district/section, as assigned.	necessary corrective measures, as assigned. Independently performs informal and formal coaching and counseling of subordinates. Assists in the responsibility of the performance management process of those in the district.
<i>District Management</i>	n/a	Serves as acting district supervisor in the absence of the supervisor with oversight. Serves as field operations supervisor during emergency operations with oversight. Serves as the District Duty Agent with oversight.	Serves as acting district supervisor in the absence of the supervisor without oversight. Serves as field operations supervisor during emergency operations without oversight. Serves as the District Duty Agent without oversight.

Minimum Training and Experience: A four-year degree from an accredited college or university and two years of progressive law enforcement experience in the area supervised; or, an equivalent combination of training and experience.

Necessary Special Qualifications: Must possess North Carolina Basic Law Enforcement Training (BLET) Certification.

Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.